

Product Number: 4217.03.15**ARCHIVES - APPX**

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The Archives' local system for managing descriptive content about records has been built with software called APPX, which is a Rapid Application Development tool. This system identifies records created by governmental entities in Utah, whether the records are held by that entity or have moved into the custody of Archives. The full record lifecycle is recorded here, including retention schedules, GRAMA classification, location of records, disposition dates, the existence of microfilm or digitized copies of records, container lists, and other finding aids. The system also assists with administrative functions such as the approval of retention schedules through the State Records Committee, the creation of a catalog, and search functions used by the public to find individual records through index entries. This system interfaces with another system, called Versatile, through the Oracle database. The APPX application updates Versatile's database and data from Versatile is viewed within APPX.

The hours of support required for APPX are listed below.

APPLICATION	SUPPORT HOURS	DAYS OF WEEK
APPX	Business Hours	Monday - Friday

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Describes Archives Content	Identifies record series, their description, retention, appraisal, classification, and related information. Records of permanent value have additional information added, such as the existence of finding aids, and container lists of the contents of individual boxes. Changes to retention schedules are automatically sent from this system to our Versatile system's database for updating individual box disposition dates.

STATE OF UTAH/DTS

PRODUCT DESCRIPTION

Provides Agency and Subject Authority Files	The Agency Authority File identifies the official name of a governmental entity, any prior names, and its administrative history. The purpose is to identify the proper name once, then use it throughout the database where needed. Changes to agency names are automatically sent to our Versatile system's database for updating. The Subject Authority File is similar to the Agency Authority File, but identifies subject terms. These subject terms originate from the Library of Congress, and must be valid before being linked to record series.
Creates MARC output	The APPX system has the ability to output data in a form that is readable by other library catalogs, called Machine Readable Cataloging, or MARC format. Data from our system is periodically exported to an outside catalog (currently Horizon software), and made available to the public for searching.
Creates EAD (XML) output	Archives follows a standard called Encoded Archival Description (EAD), which is an XML standard using a specific schema created by the profession. The system will automatically create this XML output on demand, which is used on our website, and shared with other archival entities which have EAD databases.
Offers website interaction for governmental entities	All of the retention schedules in the system are available for public use through our website. Users can download HTML or PDF versions of the live data. They can also submit new retention schedules directly into the system.
Tracks microfilm	All microfilm produced within state and local government is tracked through this system. The Archives does some of the filming, and agencies do the rest, but all film is processed by us, and the system identifies each roll and each camera used.
Offers website interaction for use by the public	Some of the data held by the system are indexes of record series, searchable by personal or corporate name. The search engine provided by this system is available on our website, which links names to individual records, and then images to those records, such as death certificates. The index search also links to images stored within the CONTENTdm system.
Track State Records Committee Approval Status	This system keeps track of whether or not a retention schedule has been approved by the State Records Committee (SRC), and when that approval occurred. Through this process, the system also keeps track of each meeting of SRC, each mailing of to-be-approved series sent to SRC, and the list of SRC members. After the retention has been approved, the system updates the record's status.
Displays box and file information	Data about boxes and files identified within our Versatile system displays in APPX. We use that data to quickly see what material has been tied to a record series, where it is located, and also to order boxes held in our permanent collection.

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PRODUCT DESCRIPTION

Tracks agency contacts and records officer training	The system identifies the various contact people we interact with at agencies, the various hats they wear (such as records officer, director, county clerk, etc.), address and phone numbers, and the training sessions they have attended. Each training opportunity offered by the Archives is identified in the system, with dates held and names of individuals who signed up. Group emails can be sent directly from the system, as queries are used to produce lists of contacts based upon their agency affiliation, role, or geographic location.
Preserves electronic records	Electronic records may be ingested into the system. APPX runs a number of external utilities to extract metadata and perform related preservation actions.
Provides searchable web access	A search engine tool, Solr, has been integrated with APPX to provide the public with access to all public data within the database, including ingested electronic records.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Direct link to HK System robots	The Archives' Research Center orders boxes held in our permanent collection for patron use. Currently, this is done through a feature in APPX which allows the user to pick specific boxes they want and generate an email, which is then sent to the HK System operators. The system does not send that request directly to HK's database, but it may in the future.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Rates for Support	Server administration is covered under a separate product description for Application Hosting on DTS Equipment.	See DTS Approved Rate

ORDERING AND PROVISIONING

Not applicable

DTS RESPONSIBILITIES

DTS is responsible for:

- Please refer to the Product Description for Application Hosting on DTS Equipment.
- Provide Oracle Database support as requested by Archives staff.



STATE OF UTAH/DTS

PRODUCT DESCRIPTION

AGENCY RESPONSIBILITIES

The Agency is responsible for:

- Providing full support for the application. All enhancements and maintenance are the responsibility of the Division of Archives.

DTS SERVICE LEVELS AND METRICS

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
System Availability	This application is vendor/consultant supported. All application functionality will be the responsibility of Archives and the vendor/consultant. The system is hosted by DTS on DTS equipment. From a hosting perspective the system will be available 24 / 7 x 365. It will be supported by DTS from 8 AM to 5 PM Monday through Friday. We are striving for 99% availability during the supported hours. This will allow for unplanned down time due to unforeseen events.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority - 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied